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April 30, 2004

Mr. Allen MacDonald  
Technology Center Director, 2150  
US Patent and Trademark Office  
Washington, DC 20231

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Technology Center 2100

RE: Inventor: Aragones et al.  
Serial No.: 09/578,095  
Filed: May 25, 2000  
Title: SYSTEM AND METHOD FOR PREDICTING TIMING OF FUTURE  
SERVICE OF A PRODUCT

SIR:

Enclosed are the following documents for the above-identified patent application:

1. A petition to withdraw the finality of an office action under 37 CFR §1.181;
2. An Office Action dated September 25, 2003 (Exhibit A);
3. An Amendment from Applicant dated December 18, 2003 (Exhibit B); and;
4. A Final Office Action dated April 04, 2004 (Exhibit C).

Respectfully submitted,

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Schenectady, New York  
Dated: April 30, 2004

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